



Office of Audits
Office of Inspector General
U.S. General Services Administration

IMPLEMENTATION REVIEW OF CORRECTIVE ACTION PLAN

FAS Cannot Evaluate the FASt Lane Program's Performance for Contract Modifications Report Number A170097/Q/7/P19001 October 24, 2018

Assignment Number A201039
March 5, 2021

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Introduction

We have completed an implementation review of the management action taken in response to the recommendation contained in our October 2018 audit report, *FAS Cannot Evaluate the FAST Lane Program's Performance for Contract Modifications*, Report Number A170097/Q/7/P19001.

Objective

The objective of our review was to determine whether the Federal Acquisition Service (FAS) has taken the action as outlined in the corrective action plan for *FAS Cannot Evaluate the FAST Lane Program's Performance for Contract Modifications* (see **Appendix A**). To accomplish our objective we:

- Examined documentation submitted by FAS to support the completion of the corrective action plan;
- Performed limited testing of the action outlined in FAS's corrective action plan; and
- Interviewed FAS and Office of GSA IT personnel responsible for implementing the corrective action.¹

Background

GSA is the acquisition and procurement arm of the federal government, offering equipment, supplies, telecommunications, and integrated information technology solutions to federal, state, and local customer agencies. FAS operates at the core of GSA's mission by establishing government-wide contracts with commercial firms through the GSA Multiple Award Schedules Program.

The FAST Lane Program is available to Multiple Award Schedules contractors with information technology offerings. The FAST Lane Program intends to provide a streamlined process for awarding and modifying contracts, affording customer agencies quicker access to contractors with new and emerging technologies. FAS's goals are to award FAST Lane contracts within 45 days and process modifications within 48 hours. FAS has reported that, prior to the FAST Lane Program, it awarded contracts in 110 days and modified contracts in 10 to 15 days, on average.

On October 24, 2018, we issued an audit report, *FAS Cannot Evaluate the FAST Lane Program's Performance for Contract Modifications* to FAS. The objective of the audit was to determine if the FAST Lane Program achieved its purpose to provide customer agencies quicker access to vendors with new and emerging technologies and meet its program goals.

¹ We interviewed Office of GSA IT personnel because the corrective action required a system update.

Our audit found that although FAS's FAS Lane Program appeared to be meeting its goal for new contract awards, it could not evaluate the program's performance for awarding contract modifications.

To address the finding identified in our report, we recommended that the FAS Commissioner direct the Assistant Commissioner, Office of Information Technology Category, to implement a process to evaluate and accurately report the FAS Lane Program performance for contract modifications that identifies and tracks FAS Lane modifications upon submission of the modification requests.

The FAS Commissioner concurred with our report recommendation.

Results

Our implementation review determined that FAS has taken appropriate corrective action to address the recommendation. We determined that no further action is necessary.

Audit Team

This review was managed out of the Acquisition and Information Technology Audit Office and conducted by the individuals listed below:

Sonya D. Panzo	Associate Deputy Assistant Inspector General for Auditing
Susan M. Klein	Audit Manager
Felicia M. Silver	Auditor-In-Charge

Appendix A – Corrective Action Plan for Report Number A170097/Q/7/P19001

A170097 Corrective Action Plan

Designated Responding Official: [REDACTED]

Contact Person: [REDACTED]

Telephone Number: [REDACTED]

Date: December 28, 2018

Audit report number- A170097/Q/7/P19001	Recommendation Number 001	Proposed Recommendation Completion Date (October 24, 2019).
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Recommendation 001: We recommend that the FAS Commissioner direct the Assistant Commissioner, Office of Information Technology Category (ITC), to implement a process to evaluate and accurately report the FAST Lane Program performance for contract modifications that identifies and tracks FAST Lane modifications upon submission of the modification requests.

Action to be Taken Step by Step	Supporting Documentation to be sent to the GAO/IG Audit Management Division	Documentation Will be Sent Last Day
<p>Rec 001 Step 001:</p> <p>Develop and implement a FAST Lane box (inclusive of a "f" designator) in the eMod similar to the same designation in the eOffer to track/count FAST Lane modifications upon submission of the modification requests. This will be implemented through the use of existing systems. To accomplish this, ITC will work with the Common Acquisition Platform (CAP) team to develop business requirements. The following represents the step-by-step process to do so:</p> <ul style="list-style-type: none">• Chief Information Officer (CIO) Rough Order of Magnitude (ROM) provided - January 30, 2019• Discovery (Concept, Planning and Requirements) - March 30, 2019• Development and Testing - June 30, 2019• Implementation - October 24, 2019	<p>Evidence of Official Launch (Snapshot of FAST Lane Box and/or addition of "f" designation in eMod).</p> <p>Success and Metrics: Will be able to differentiate FAST Lane eMods from regular eMods.</p>	<p>October 24, 2019</p> <p>This is considered a target date. As indicated in the first column, the process will be implemented in phases that will span Fiscal Year 2019. Additionally, project outcomes are dependent on funding and coordination with internal third-party entities.</p>

Appendix B – Report Distribution

Acting GSA Administrator (A)

Commissioner (Q)

Deputy Commissioner (Q1)

Deputy Commissioner (Q2)

Chief of Staff (Q0A)

Senior Advisor (Q0A)

Assistant Commissioner, Office of Policy and Compliance (QV)

Assistant Commissioner, Office of Information Technology Category (QT)

Executive Director, Acquisition Operations (QT2F)

Chief Financial Officer (B)

Office of Audit Management and Accountability (BA)

Financial Management Officer, FAS Financial Services Division (BGF)

Assistant Inspector General for Auditing (JA)

Director, Audit Planning, Policy, and Operations Staff (JAO)